



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP-2022-DCYF-01-AFTER

No.	Question	Answer
1.	Section 1, Introduction What are the challenges that your agency hopes to resolve with this engagement?	Please refer to Section 1, Introduction
2.	Section 1, Introduction Why has this procurement been released at this time?	Please refer to Section 1, Introduction
3.	Section 1, Introduction What is the business reason for posting this RFP now?	Please refer to Section 1, Introduction
4.	Section 1, Statement of Work May services be provided on a remote basis?	Services can be provided on a remote basis only as agreed upon by the Department.
5.	Section 1.5 Contract Period When is the anticipated award date?	Please refer to Section 1.5, Contract Period
6.	Section 1.5 Contract Period If this is a term contract subject to renewal, what is the term and the maximum number of option periods?	Please refer to Section 1.5, Contract Period
7.	Section 2, Statement of Work To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	The Bidders location is not considered as part of scoring criteria, please see Section 3, Proposal Evaluation. The Selected Vendor must be able to provide all services requested in this RFP.

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8.	Section 2, Statement of Work What is the minimum required total call capacity?	The Vendor must be able to answer all calls received. . The report capacity is referenced in Section 2.2.2 Screening reports.
9.	Section 2, Statement of Work What is the maximum wait time?	The Department expects that the Vendor answers calls and make any return calls within 5 minutes of the original inbound call. .
10.	Section 2, Statement of Work What percentage of inbound calls must be answered by a live operator?	The Department requires that all calls be answered by a live operator.
11.	Section 2, Statement of Work What percentage of calls must be resolved without a transfer, second call, or a return call?	The RFP describes calls that occur that would require additional calls. See Section 2.2.2 Screening reports.
12.	Section 2, Statement of Work What is the maximum percentage of calls that can be terminated by the caller without resolution?	The Department requires that all calls must be resolved and reported to the Department
13.	Section 2, Statement of Work, Section 2.2.6. Staffing Model Is there a minimum or maximum number of operators and supervisors?	A minimum of one supervisor per shift and four screeners. Please refer to Section 2.2.2 Screening reports for further information.
14.	Section, 2, Statement of Work, Section 2.2.5. Additional Information and Requirements What are the required language options?	The Selected Vendor must provide access to interpreter services, See Section 2.2.5., Language Access.
15.	Section 2, Statement of Work	Please see all requirements of this RFP in Section 2, Statement of

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	What is the required degree of dedication for the call center?	Work
16.	Section 2, Statement of Work Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?	The Department requires that all calls are answered by a live operator within five minutes of inbound call. The Selected vendor may use a prerecorded message approved by the Department.
17.	Section 2, Statement of Work What is the minimum simultaneous inbound call capacity?	Please see 2.2.4 Technical requirements
18.	Section 2, Statement of Work What are the recording and storage requirements for non-phone communications?	See Section 2.2.2. Screening Reports
19.	Section 2, Statement of Work What information is to be included in call logs?	Please refer to Section 2.2.2 Screening reports.
20.	Section 2, Statement of Work What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	The Selected Vendor may not record phone calls See Section 2.2.2 Screening reports.
21.	Section 2, Statement of Work, Section 2.2 Scope of Services Can you clarify if the current case management system is web-based?	The current case management system is not web-based.
22.	Section 2, Statement of Work, Section 2.2 Scope of Services How many licenses will be made available to	The Department will provide access to the system referenced in the RFP, to vendors approved staff.

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	the selected vendor?	
23.	Section 2, Statement of Work, Section 2.2.4, Scope of Services, Technical Requirements Does the State have an existing phone line/number that would be transferred to the vendor, or is the vendor responsible for establishing a phone/line number?	Yes, the Department has an existing number that would be transferred to the vendor.
24.	Section 2, Statement of Work, Section 2.2 Scope of Services What are the specific improvements your agency would like the next contractor to bring to your processes and services?	Please refer to Section 2.4.1 Performance improvement and performance metrics:
25.	Section 3, Proposal Evaluation, Subsection 3.1, Overview of Evaluation Process Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?	See Section 4, Proposal Evaluation
26.	Section 5, Finance, Subsection 5.1., Financial Standards Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure?	No. The Department is seeking proposed budgetary structure by the proposers, Vendors must utilize Appendix D, Budget Worksheet and Appendix E, Budget Narrative, to propose your specific budgetary structure.
27.	Section 5, Finance, Subsection 5.1., Financial Standards Does this current project have an estimated	Yes, please refer to Section 6.4, Procurement Timetable

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	budget?	
28.	Who is the incumbent?	Any information concerning the current incumbent please see the Governor and Executive Council approved current contract (Item 44E) at the following link https://sos.nh.gov/june-20-2018/
29.	Is this opportunity to be funded with Federal monies? If so, will any federal responsibilities convey to the awardee?	Not at this time, but please refer to Section 5, Finance, Subsection 5.1 Financial Standards, Subparagraph 5.1.1.
30.	What is the current number of seats for operators and supervisors at your existing call center?	The existing vendor currently operates with three to four screeners and one supervisor.
31.	What is the current average handle time for phone calls and other types of communications?	The current vendor has not had a method of collecting this data at this time
32.	What is the current average after-call work time for operators?	It can be expected that it could take approximately 30 minutes to process a report however this amount will vary based upon circumstances of each call.
33.	What was your average monthly call volume over the past year?	The current vendor has not had a method of collecting this data at this time
34.	Over the past year, what is the percentage of calls received in English versus non-English?	We do not have data to inform the new model because it will not be predicated on current utilization data.
35.	Over the past year, what percentage of calls received were in Spanish?	The current vendor has not had a method of collecting this data at this time
36.	What time of day, days of the week, or times of the year do calls typically peak?	Please see Section 2.2.2 Screening reports.